

approved

STUDENT LABOR POSITION DESCRIPTION

Boone Tavern

Most Recently Updated 03/31/99

Position Title: Student Senior Wait staff
Must work 10 hrs/wk.

I. Grade Level: 2-3

II. Description:

A. The following are the essential duties for a Senior Wait staff in Boone Tavern:

1. Set up the dining room for service—laying place settings, coffee, silverware.
2. Greet customers and take orders for food and drink.
3. Communicate orders to kitchen.
4. Fill orders for drinks, cold food, and side food.
5. Take cooked food from kitchen to customer.
6. Make sure customers have what they need during meal.
7. Interact with customers, who are to some degree here because they want to learn students' stories, and know students staff the restaurant.
8. Bus tables and reset them.
9. Do general cleaning of the dining room.
10. Present check; possibly take payment and return change.
11. Mentor junior wait staff (Grade 1 staff).
12. Perform other job-related duties as assigned.

B. The following are *possible additional* duties for this position:

1. Take responsibility for catering an entire small event alone, or with few others.
2. Prepare for assuming assistant manager or front desk job pursuant to demonstrating competencies in initiative on job, desire to grow and develop in hospitality field, accuracy, communication skills with customers, other staff, attention to detail, attitude toward job and responsibility for workplace functioning.

III. Learning Opportunities:

- A.** If Grade 2, develop the attributes appropriate to Grade 2 positions: learn to take personal responsibility; apply knowledge to a situation; self-identify skills, talents, interests and limitations; learn and develop confidence in skills or program knowledge; and appreciate work as a process as well as a product.
- B.** If Grade 3, develop the attributes appropriate to Grade 3 positions: an understanding of the importance of initiative; awareness of job-related needs; ability to identify problems; analytical ability; problem-solving ability; and an understanding of the role of standards and leaders.

- C. Working as part of a team, knowing others depend on one's participation, sharing workload and developing a sense of responsibility for entire operation.
- D. Guiding fellow student workers.
- E. Preparation for assuming assistant manager or front desk job.
- F. Punctuality and dependability.
- G. High service orientation.

III. Learning Opportunities (cont.):

- H. Concern/empathy for student workers (junior wait staff) at Grade 1.
- I. Sense of Boone Tavern as a "window to the College," the first image most get of Berea, and sense of its tradition of fine service, fine food, Mountain culture tradition, work ethic.

IV. Basic Qualifications:

- A. General: Punctual and dependable, high service orientation, concern/empathy for student learners at Grade 1, sense of and feeling for Boone Tavern as a "window to the College," the first image most get of Berea, and sense of its tradition of fine service, fine food, Mountain culture tradition, work ethic tradition.
- B. Skill: Customer service, fine-dining, ability to work with limited supervision; good communication skills.
- C. Physical: Able to carry up to 25 pounds and stand for extended periods.
- D. Academic: At least sophomore status.

V. Desirable Qualifications:

Desire to serve the public.

VI. Narrative Summary :

Student set up, cleaned up, and maintained dining room; greeted customers and took meal orders; prepared food and served food to customers; conversed with customers appropriately; and handled customer payment. Student also mentored junior wait staff doing these things.